

# Apology for Incorrect Order Received

Dear [Customer's Name],

We sincerely apologize for the mix-up with your recent order #[Order Number] placed on [Order Date]. It appears that you received an incorrect item, and we understand how frustrating this can be.

We are currently investigating this matter and would like to assure you that we are taking steps to resolve it promptly. In the meantime, please let us know if you would prefer a replacement or a refund for the incorrect item.

Your satisfaction is very important to us, and we appreciate your understanding and patience in this matter. Thank you for bringing this to our attention, and we will ensure it doesn't happen again in the future.

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]